

CSHCS Express

Children's Special Health Care Services

Helping families pay for medical treatment for children with serious, chronic medical conditions

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Medical Home

Medical Home: What is it and how will it affect you or your child's decisions regarding medical treatment?

A medical home is **not** a place or a building where one goes for services. It **is**, however, a partnership between the child, the child's family, and the child's primary care provider.

The medical home is family-centered health care that is accessible, comprehensive, coordinated, continuous, compassionate, and culturally competent.

The medical home concept has won support from several health care agencies, including the following: The American Academy of Family Physicians,

the American Academy of Pediatrics, and the American College of Physicians.

When a patient is part of a medical home, the primary doctor is more than a gatekeeper. He helps the patient receive specialty care if needed. He keeps careful track of all treatments received and informs specialists of the patient's progress. This arrangement allows for the team (lead by the primary care doctor) to provide seamless, convenient, and round-the-clock access to care.

Health care disparities seem to disappear for those patients with a medical home. They receive regular, more effective reminders of routine screening

appointments.

They are more apt to receive a care plan for the management of their disease. Often patients report that their primary care physician helped them with decisions about which specialist to see.

With all the challenges that face families with children who have special needs, having a medical home is one way to overcome the day-to-day barriers in seeking appropriate care.



Is your Primary Care Provider a Medical Home?

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The Express is filled with a digest of articles of interest to families who have children with special needs

Summer Camp = Summer Fun

It may be fall and winter is on the way, but summer will be here before you know it and that means it will be summer camp time!

Have you been? No! Do you want to go? Yes, maybe, you'll think about it? Great!

There are summer camps geared for most all medical conditions and each offer lots of fun activities, the chance to

see old friends and meet new ones, campfires, sing-alongs, and so much more!

ASK (About Special Kids) has information about summer camps in their online resource directory. Visit the site at www.aboutspecialkids.org.

This information is available all year and is usually updated early in January. Have a look and choose a camp to fit your

special needs and interests.

A summer camp experience should be available to every child. A child with special needs may benefit even more as it provides a chance for that child to be just a child.

Winter may be coming, but summer is not far behind. Chase away the cold dreary days by searching for the perfect summer camp!

From the Eligibility Unit

The Children's Special Health Care Services (CSHCS) Program is happy to announce the addition of Thomas Rux as the new Eligibility Unit Manager. Mr. Rux began service with CSHCS on October 19, 2009.

We are also happy to announce the promotion of April Stevens to Eligibility Unit Supervisor. April's new duties began on October 5th. Congratulations to April and welcome to Tom. The unit is in very capable hands.

If your son or daughter, age 17-20 has not already received a Resource Letter Packet, it is coming soon. This Resource packet has been put together to aid in the search for health care services once the participant ages off CSHCS. The CSHCS Program does not endorse any insurance company and/or its services, we are merely providing informational resources.

The CSHCS program is requesting that participants and/or guardians

supply us with their current email address. This will allow us to provide information and updates quickly and efficiently. Please call the Eligibility Unit, 1-800-475-1355, option 2, and update your records.



Bits & Pieces

Are you still confused about **Article 7**? The updated rules took effect on August 13, 2008 and they regulate special education programs across Indiana. A copy of this document may be obtained on the Internet by accessing the Indiana Department of Education's web site, www.doe.in.gov/exceptional/special/laws.htm.

You may also obtain a printed copy by writing or calling the Indiana Educational Resource Center, 7725 N College Avenue, Indianapolis, IN 46240-2504, 1-800-833-2198.

About Special Kids (ASK) also has information about Article 7/IEP trainings on their web site calendar at www.aboutspecialkids.org.

IN*SOURCE also provides Article 7 trainings. Their training calendar is on their website at www.insource.org

Self Advocates Becoming Empowered (SABE) has released their newsletter, Self-Advocacy Nation. This newsletter is a

resource that allows people with disabilities to stay updated on the latest efforts for self-empowerment across the nation. It provides the latest on national conferences and legislative action, and reports on regional efforts going on throughout the country. To read the newest newsletter, go to www.sabeusa.org.

The Dance of Partnership: Why do my feet hurt? is an article by Janice Fialka, M.S.W., A.C.S.W., which focuses on how to create and strengthen the parent-professional partnership so that a complete plan of action can be developed for the child with special needs. The article can be read in its entirety at www.danceofpartnership.com/DanceArticleSept06.pdf.

Special Child is an online publication dedicated to parents of children with special needs. Some of the contents include success stories, horror stories, a library of disorders called "Disorder Zone", and much more. Take a few moments to check out this very informative newsletter at www.specialchild.com.

ICOIL, Indiana Council on Independent Living, provides information and peer support to individuals with disabilities regarding independent living services. Visit their web site at www.in.gov/fssa/ddrs/4960.hrm.

The **Indiana Family Helpline** is a statewide health information and referral service. Call them at 1-800-433-0746. They are very friendly and quite helpful.

Have questions about your **CSHCS** coverage? We can be reached at 1-800-475-1355, Monday through Friday, 8:15 a.m. – 4:45 p.m.

- Option 2 – Eligibility
- Option 3 – Prior Authorization
- Option 4 – Family Travel
- Option 5 – Claims
- Option 6 – Provider Relations
- Option 9 – Spanish Translation

Transition to Adulthood

What is available after high school for my son or daughter who has a disability or serious chronic health condition? What about insurance to pay for doctor visits and medicine when my child is no longer eligible for Children's Special Health Care Services or my private health insurance plan? Who will take care of my child when he or she is too old for a pediatrician? What other services are available to help me take care of my child as I get older? These are questions that families often ask themselves, their child's doctors, and other professionals that help them care for their child with special needs.

The Indiana Center for Youth and Adults with Conditions of Childhood (CYACC) (pronounced "kayak") is located at the Indiana University Medical

Center and helps youth, young adults, and their families plan for transition to the adult world:

- From pediatric to adult health care,
- From school to employment, and
- From home to independent living.

The interdisciplinary staff of doctors, nurses, social worker, and community agencies works with the youth, young adult and their families to identify their goals for the future and then access state, regional and community resources to reach those goals.

For more information about CYACC, call 317-278-0061 or 1-866-551-0093, or email them at CYACC@iupui.edu.

Article written by Donna Olsen

Friendly Reminders

Please notify the CSHCS Program if any of the following events should happen:

- ∞ Address, telephone or email changes
- ∞ Changes in health insurance coverage (HHW/Medicare, different company or stopped)
- ∞ Changes in household income (lose job, new job)

- ∞ Emergency treatment or hospital admission for eligible medical condition.
- ∞ Participant marries
- ∞ Parent/guardian has a name change as a result of marriage or divorce
- ∞ Participant's emancipation (moves out on his/her own, supports self)

- ∞ There is a change in the number of household members

These changes should be reported within five (5) business days.

Note: Please review the CSHCS Participant Manual for additional information and for other helpful items.

Direct Deposit Required for Travel Reimbursement

Direct deposit is a safe and easy way to deposit money from claim payments directly into a checking or savings account.

When an electronic deposit is made into an account, you do not have to worry about a lost or stolen check.

Direct deposit saves you and the State of Indiana time and money. A paper check could take up to a week to be received by mail and the check still needs to make it to the bank from there. With direct deposit, money is in the bank within two days of processing by

the Auditor's office.

* Indiana Code 4-13-2-14.8 requires that all payments to vendors (family travel) be made via direct deposit.

* The Automated Direct Deposit Authorization Agreement can be found on the Auditor and the CSHCS web site.

* The Direct Deposit Authorization Agreement must be completed in full and the original should be mailed to CSHCS for review before it is forwarded to the State Auditor.

* It is currently taking approximately 30 **business** days to add a new vendor to the Auditor file.

If you are a new vendor (parent requesting travel payment) and/or have had a recent change in address or banking information, please remember to complete the Direct Deposit Authorization Agreement and return the original to CSHCS. All information must be complete and on file with the Auditor's office before any payments can be released. Thank you for your patience.

This information was taken from the Auditor's web site. To read more on this subject go to www.in.gov/auditor.



Indiana State Department of Health

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Surfing The Web



www.in.gov/isdh/19613.htm is the web site address for
CSHCS. Visit us for updated information and alerts.

University of Indianapolis – Build Program is a full support program designed to help the college student with a specific learning disability earn an associate's or baccalaureate degree. For more information contact Mary Lynn Cavanaugh at 317-788-3536 or mcavanaugh@uindy.edu or build.uindy.edu.

Down Syndrome Indiana is dedicated to enhancing the lives of individuals with Down syndrome. The services they provide include being a conduit of information, support, and advocacy for individuals and their families. Contact them at 317-925-7617 or info@dsindiana.org.

Brave Kids is a non-profit organization that provides children who have chronic, life-threatening illnesses, or disabilities with knowledge and information that can aid them in their daily experiences. Check them out at www.bravekids.org.

Spotlight on Disease: H1N1 Flu

**Toll-free H1N1 Flu Hotline is –
1-877-826-0011.**

The 2009 H1N1 Influenza A is a type of influenza (flu) virus that causes respiratory disease that can spread between people. Most people infected have had a mild case of the disease, but other cases have been more severe, and people aged 25-64 with chronic diseases like asthma, diabetes, or heart disease are at a higher risk for complications from this infection. By following the three Cs you can prevent the spread of the flu:

CLEAN yours and your children's hands thoroughly and frequently.

COVER your cough and sneeze into a tissue or your sleeve.

CONTAIN your germs by staying home if you are sick with flu-like symptoms, and, once it becomes available, get the 2009 H1N1 Influenza A vaccine.

Along with practicing the three Cs, try to avoid touching your eyes, nose or mouth after touches doorknobs, hand rails, or other public objects. Germs linger on these objects and are spread person-to-person. That is why washing your hands thoroughly and often is the number one preventable measure to stop the spread of H1N1.

Symptoms of the H1N1 flu are similar to the symptoms of seasonal flu. They include:

A fever of more than 100 degrees, cough, sore throat,

body aches, headache, chills and fatigue. Occasionally, some experience vomiting and diarrhea.

There is no cure for either the common cold, seasonal flu or the H1N1 flu. However, you can practice good health habits to minimize your risk. Get plenty of sleep, be physically active, manage your stress, and eat nutritious foods.

If the flu catches you, the best solution is to stay home, drink plenty of liquids, and avoid passing it on to family, friends, and co-workers.

For additional information, call the H1N1 hotline or view updated information on www.in.gov/flu.

Information taken from the web site: www.in.gov/flu.